Installation of super cop by MTNL

3502. PROF. VIJAY KUMAR MALHOTRA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Mahanagar Telephone Nigam Ltd. (MTNL) has installed a super cop to improve the quality of telephone services in Delhi;

(b) if so, the details thereof and the extent to which the system has been helpful to the subscribers;

(c) whether complaints of the subscribers are still mounting without any meaningful relief to them; and

(d) if not, the number of complaints received in December, 1994 and January and February, 1995 and how do the same compare with the complaints during the same period in the preceding three years?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) to (d) The information is being collected and will be placed on the Table of the House.

Capacity utilization in ITI

3503. SHRI SANJAY DALMIA: Will the Minister of COMMUNICATONS be pleased to state:

(a) whether there has been under utilisation of installed production capacity in Indian Telephone Industries (ITI);

(b) if so the details of actual production during the last three years, year-wise and unit-wise; and

(c) the steps taken to ensure full utilisation of installed capacity of I.T.I. units and to strengthen and modernise them?

THE MINISTER OF STATE FOR COMMUNICATIONS (SHRI SUKH RAM): (a) and (b) The capacity is defined in terms of finished products but in telecom sector chanegs in product mix; technology level of integration; the stages of product life cycle etc. considerably influence the capacity of a unit. It is; therefore, difficult to arrive at the exact capacity of the various products of the Company. However, during 1994-95, mainly due to competition from other manufacturers ITI faced difficulty in getting sufficient orders. Details of the actual production during the last three years year-wise and unit-wise are as under (Figures for 1994-95 all provisional)

Unit	Target (1991-92	Actual	Target (1992-93)	Actual	Target (1993-94)	Actual	Target (1994-95) (Prov.)	Actual
							(In Crores of Rs.)	
Bangalore . .	276	345	495	456	467	352	491.00	234.33
Electronic City Unit Bangalore .	74	84	122	156	182	173	140.00	110.30
Naini . . .	176	177	215	300	218	284	200.00	120.90
Rae-Bareli . .	84	115	137	161	180	130	164.00	98.56
Mankapur . .	319	291	280	317	318	390	363.00	284. 64
Palghat . .	83	84	106	105	146	160	175.00	132.29
Srinagar .	3	1	2	1	1	1	1.00	001.23
I&M and Others .	..	17	..	26	8	30	86.00	42.7
Grand Total .	1015	1114	1357	1522	1520	1520	1620.00	1025.02